



2018-19 Program Review – Student Services

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The Laney College **Admissions & Records Office** provides access to the college through enrollment and enhancing the educational experience by serving a diverse and multicultural population of students, faculty, staff, alumni and the greater community; and by ensuring the integrity of the colleges' and students' academic records and data.

Previous Mission Statement:

The Admissions & Records (A&R) Office serves as the first point of access to the college for new students and the general public. Admissions and Records is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding application, registration and academic policies while providing responsive and respectful service to students, faculty, staff and the community.

List your Faculty and/or Staff

- Rene Rivas, Classified Staff, A&R Specialist, Supervisor
- Tina Tobor, Classified Staff - Evaluator
- Shou (Angel) Huang, Classified Staff - Evaluator
- Clifford Gibson, Classified Staff
- Margarita Pinilla, Classified Staff

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

Develop partnership with Athletics to improve the graduation petition process and degree posting for time sensitive athletic transfers and scholarships related to the colleges' core mission and enhancing the transfer and completion rate.

Update the petition for graduation form aligning it with the new student-centered funding formula for student completion and graduation to award as many degrees and certificates a student may be eligible to receive.

Describe your current utilization of facilities, including labs and other space

The A&R Department is located In the “A” building, room 109. It is the only department in this space with 5 classified employees and 1 student worker providing access through enrolling students, evaluating graduation petitions and maintaining the integrity of students’ academic records and data as well as the colleges’ data.

This space is used effectively to serve students, faculty, alumni and the general public. Many services are provided in this space, transcript review and collection, enrollment data for faculty, state and national clearing house data as well.

Students Served



Special Populations Power BI dashboard

Please enter your College Mission Statement

Laney College educates, supports, and inspires students to excel in an inclusive and diverse learning environment rooted in social justice.

Please enter your Student Services Mission Statement

The Laney College Student Services mission is to provide quality support services with an appreciation for diversity by empowering students to achieve their academic, career, and personal goals.

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

A&R ensures that integrity of students' academic records and data as well as the colleges. In addition to enrolling students, providing transcripts, verifying third party enrollment requests with FERPA approvals, submitting clearing house reports, the department also evaluates petitions to graduate per the colleges three year graduation cycle.

The department provides access and completion support for the colleges' statewide metric and supporting students in their educational endeavors.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

A&R collaborates institution wide with the catalog committee, faculty, administration and the district on institution policies and procedures for optimal effectiveness. The department also collaborates with categorical programs on priority registration, transcript verification as well with financial aid on enrollment status and major status for DOE compliance.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

The recent changes in the student funding formula has provided an opportunity for the department to be more innovative in its approach to awarding all of the degrees and certificates that a student may be eligible for by modifying the petition to graduate and embedding a statement requiring the students signature providing the evaluator to review all of the degrees a student may be eligible to receive and then awarding. This change can increase the colleges' completion metrics and increase the funding the college receives.

Another modification is the guided pathways model where onboarding students for enhanced educational focus and opportunities. The department has participated in and contributed to the improved iEnroll@Laney enrollment steps.

The changes in AB540 affidavit and eligibility procedures will improve enrollment opportunities for undocumented students as well as eligible US citizens who have been out of state for a year.

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

A&R serves the enrollment needs of Laney's student demographic including all D.I. populations; access is provided by collaborating with Counseling, learning communities, categorical programs, financial aid, district office and the Welcome Center to address any enrollment challenges students may experience in all demographic categories as well as participating in tri-annual (and sometimes more often) student ambassador training and financial aid training.

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

- Admissions / Enrollment, i.e. regular, concurrent and dual enrollment as well as non-credit enrollment
- Evaluation of degree and certificates
- Award degrees
- Report degrees to state MIS and national clearing house

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

# of student that completed orientation	Not Applicable
# of students that completed assessment	Not Applicable
# of completed Student Educational Plans (SEPs)	Not Applicable

# of Abbreviated versus Comprehensive SEPs	Not Applicable
Total # of follow-up services	Not Specified (follow up services not officially defined for A&R per state description, however, the department provides follow up services in conjunction with the Welcome Center.

What has your service area done over the last 2-3 years to improve SSSP services?

The A&R department has collaborated effectively college wide to improve the concurrent enrollment process, collaborate with district, administrators and school districts to process dual enrollment. The department is also very adaptable to change and improving access for all students, particularly AB540 students with the new affidavit to increase student enrollment without barriers. The department is more effective in responding to verification requests with the addition of two new staff positions, and collaborates with counseling faculty to ensure complete review and evaluation of time sensitive graduation petitions.

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

- Rene Rivas, Full-time Classified Staff, A&R Specialist, Supervisor
- Tina Tobor, Full-time Classified Staff - Evaluator
- Shou (Angel) Huang, Full-time Classified Staff - Evaluator
- Clifford Gibson, Full-time Classified Staff
- Margarita Pinilla, Full-time Classified Staff
- 1 FWS student worker up to 20 hours a week

Students Served – Assessment

List your Service area outcomes

- Laney students, faculty and staff will understand procedures and census deadlines to add & drop classes according to the academic calendar. SLO metric to be launched in spring 2019 for feedback.

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

The SLO will be posted when students are taking the assessment survey. The SLO's will also be posted on the departments' website and on the colleges' assessment web page.

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

The SLO's not published yet; assessment outcomes have been published on the colleges' assessment webpage <https://laney.edu/assessment/>. The outcomes will be posted in the curriculaMeta database moving forward, URL to be provided at that time. The database was completed 1 or 2 weeks ago.

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

- Hired a new evaluator for departmental and institutional effectiveness
- Hired a new technician for enrollment, records keeping and timely verification
- Annual retreats, notably the most recent in summer 2018 implementing the new undocumented affidavit, student service initiatives, i.e. AB19 and new student center funding formula to improve access and completion.
- Increased collaboration with Financial Aid and the Welcome Center to improve onboarding
- Launched marketing campaign for last day to add and drop to meet census deadlines.
- 2016-2017 Graduation #'s | 1,060
- 2017-2018 Graduation #'s | 1,095

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

- Improve enrollment access, through iEnroll@Laney concurrent steps publication and for recruitment
- Improve petition for graduation to increase number of degrees and certificates evaluated for student completion and increased funding
- Collaborate with institutional catalyst efforts to increase enrollment of undocumented students by removing barriers aligned with state initiatives.

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

The A&R department participates in annual retreats identifying program achievements, areas for growth (this is the opportunity to develop SLO's and/or review them for continuous quality improvement) as well as identify new innovation opportunities and new policies for implementation.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

The SLO results will be available at the end of spring 2019 for review, dialogue and continuous quality improvement during the A&R departments' annual retreat.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

A&R gains awareness of our effectiveness through institutional collaboration and improvements to enrollment steps, marketing campaigns to students, faculty and staff to reduce late adds and through the evaluation for graduation process of effective communication with counselors and students to ensure requirements are met and if not information is shared timely with counselor and student. While the department is able to experience enhanced improvements for increased departmental morale and production; we acknowledge that the SLO process is an important metric for effectiveness of mission.

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

The A&R staff collaborate with instructional deans and department chairs on policies, procedures and updates on course roster, census submission, grade roster submission as well as serve on institutional effectiveness committees, i.e. catalog committee, graduation as well as work collaboratively with counseling faculty, athletics, categorical programs and financial aid and district colleagues.

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

The A&R staff provided feedback and collaborate with the catalog committee, graduation committee and partner with deans and the district on dual enrollment and improving concurrent enrollment.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

Not Applicable

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	Not Applicable			
Personnel: Student Worker	2 student workers at 20 hours a week and 40 hours during non-academic season. FWS has limitations fiscally throughout the year, yet department work activities are year round with time sensitive deadlines.	\$9,300.00	\$0.00	\$9,300.00
Personnel: Part Time Faculty	Not Applicable			
Personnel: Full Time Faculty	Not Applicable			

Resource Category	Description/Justification	Total Estimated Cost
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Professional Development: Department wide PD needed	CACAROA Annual Training, Annual Evaluators workshop, In-service and IEPI trainings	\$6,500.00
Professional Development: Personal/Individual PD needed	Not Applicable	

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software	Not Applicable	
Supplies: Books, Magazines, and/or Periodicals	Not Applicable	
Supplies: Instructional Supplies	Not Applicable	
Supplies: Non-Instructional Supplies	Departmental Operational Supplies	\$2,000.00
Supplies: Library Collections	Not Applicable	

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	Not Applicable	
Technology & Equipment: Replacement	New desktop P.C.'s for staff @ 5 New Flat screen computers front counter @5 New printers at front counter @5	\$15,000.00

Prioritized Resource Requests Summary – continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms	Not Applicable	
Facilities: Offices	Not Applicable	
Facilities: Labs	Not Applicable	
Facilities: Other	Not Applicable	

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials	Not Applicable	
Library: Library collections	Not Applicable	

Resource Category	Description/Justification	Total Estimated Cost
OTHER	Not Applicable	